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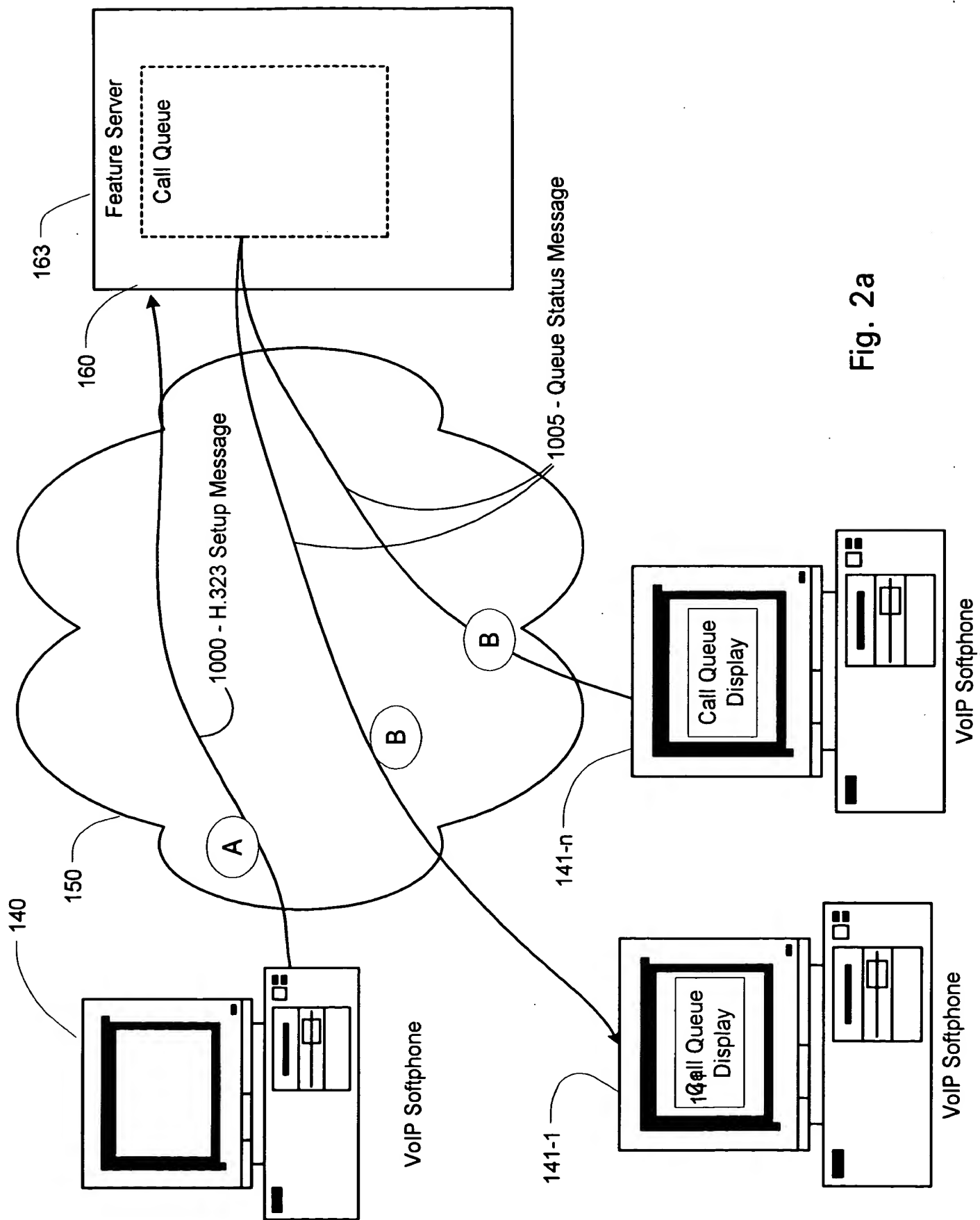


Fig. 2a

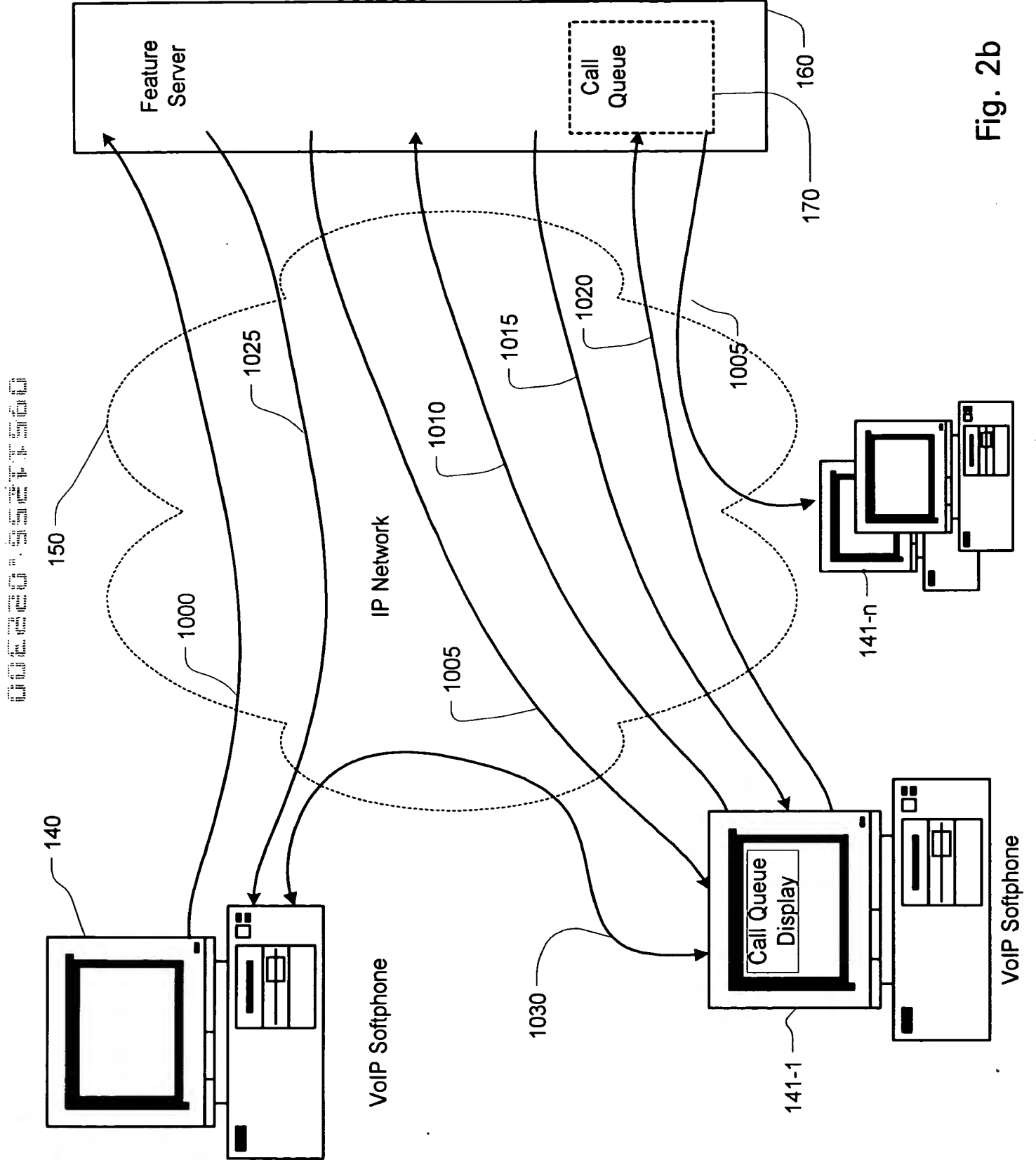
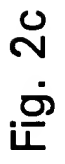


Fig. 2b



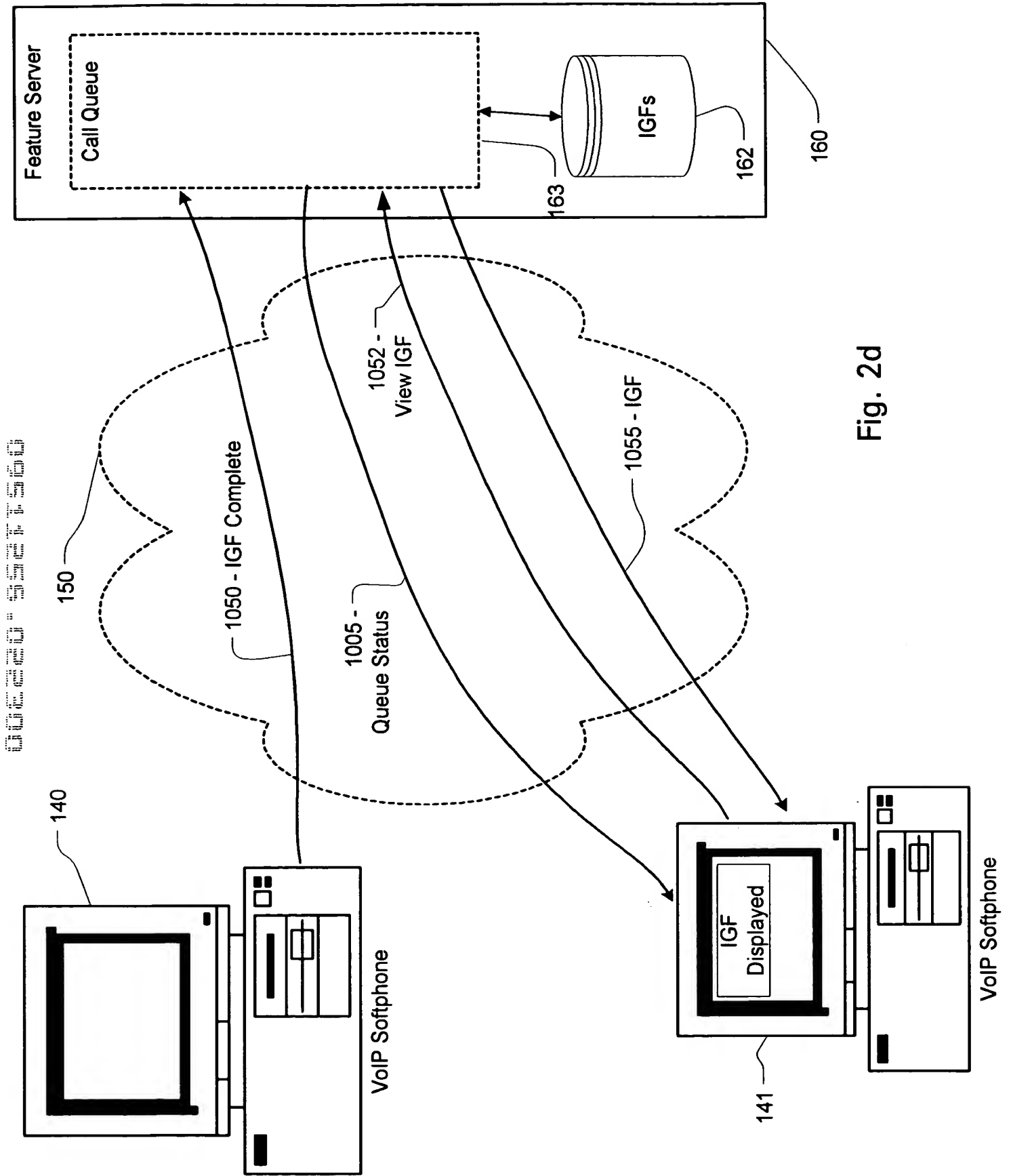


Fig. 2d

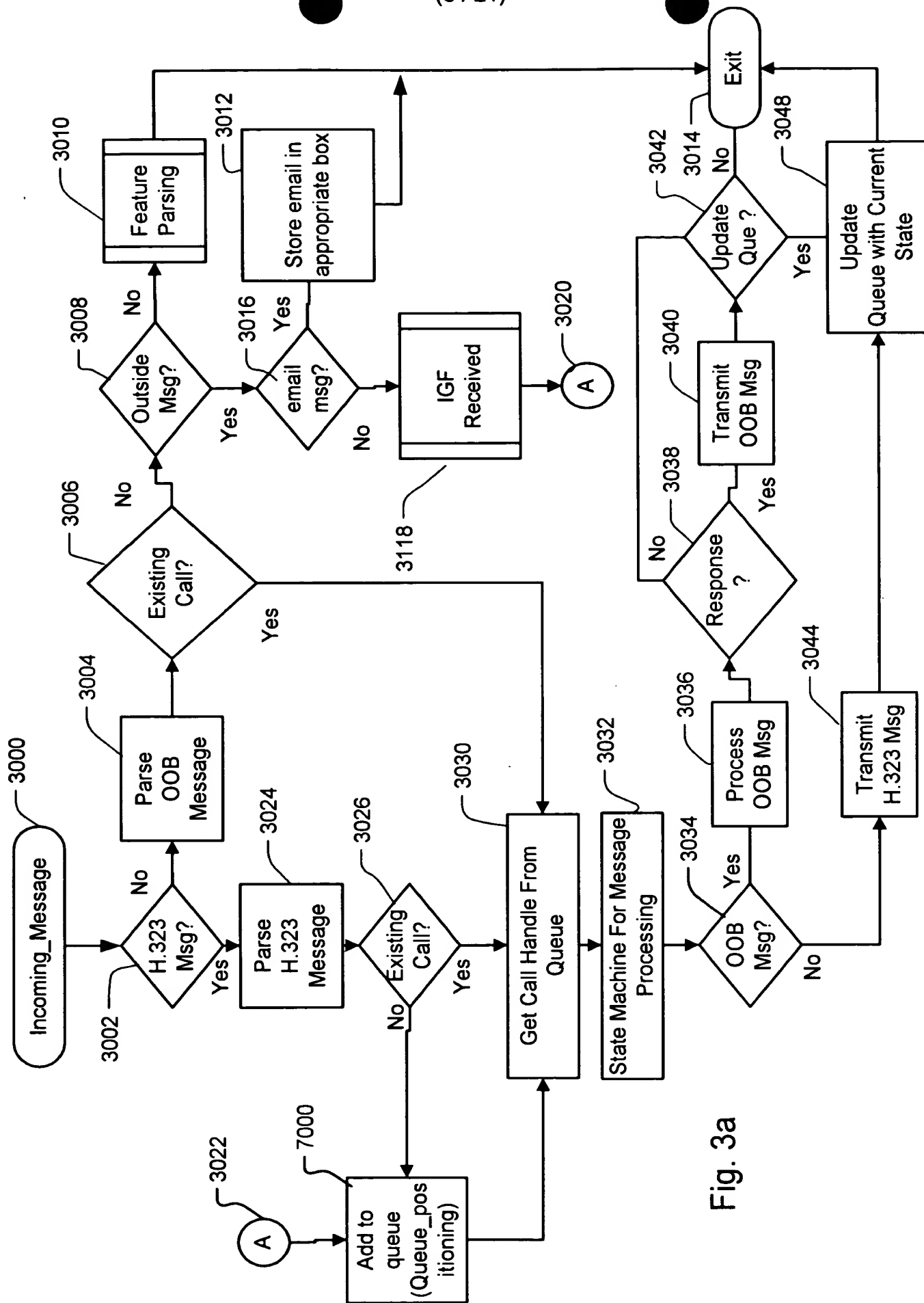


Fig. 3a

U.S. Pat. No. 6,521,560

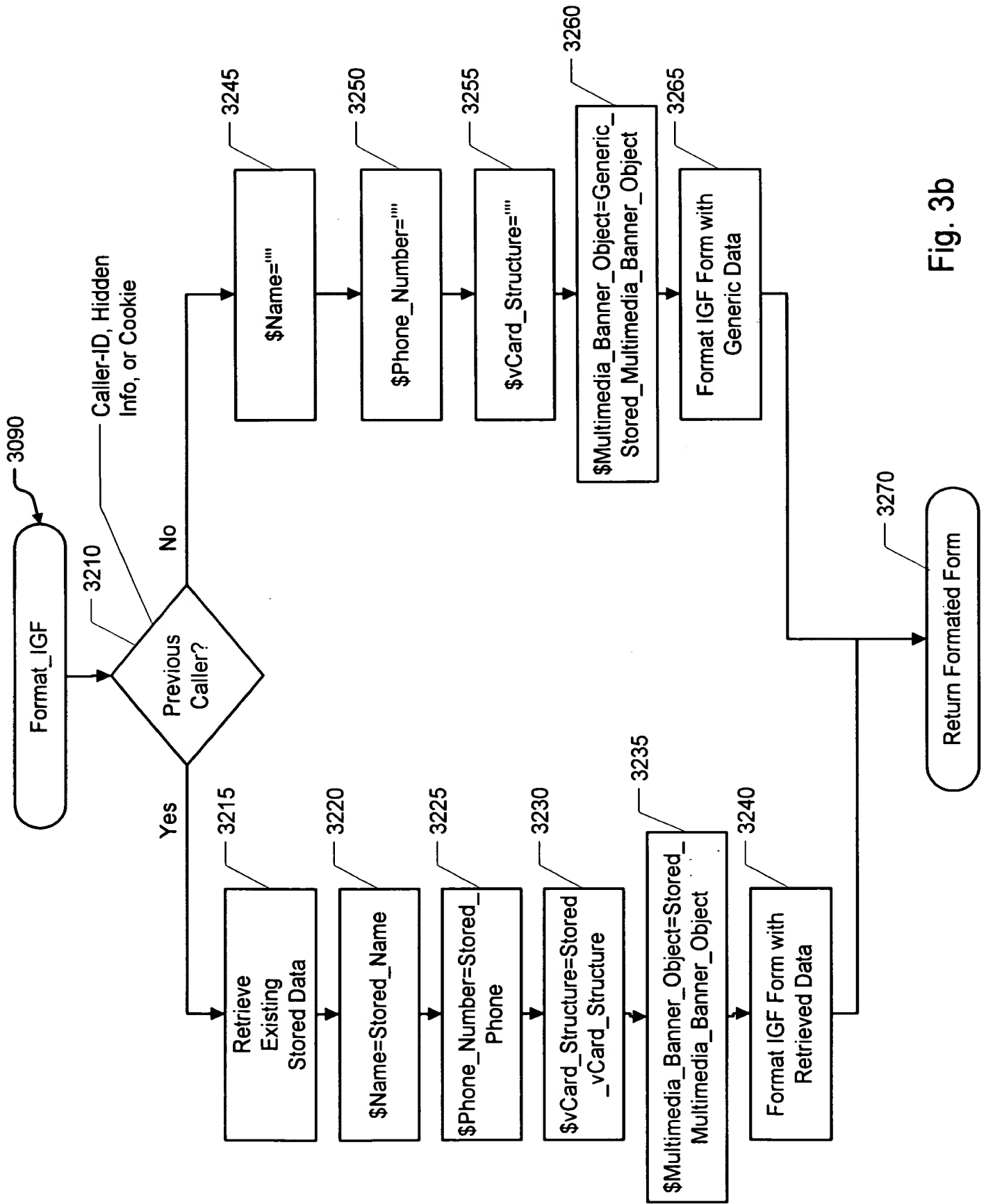


Fig. 3b

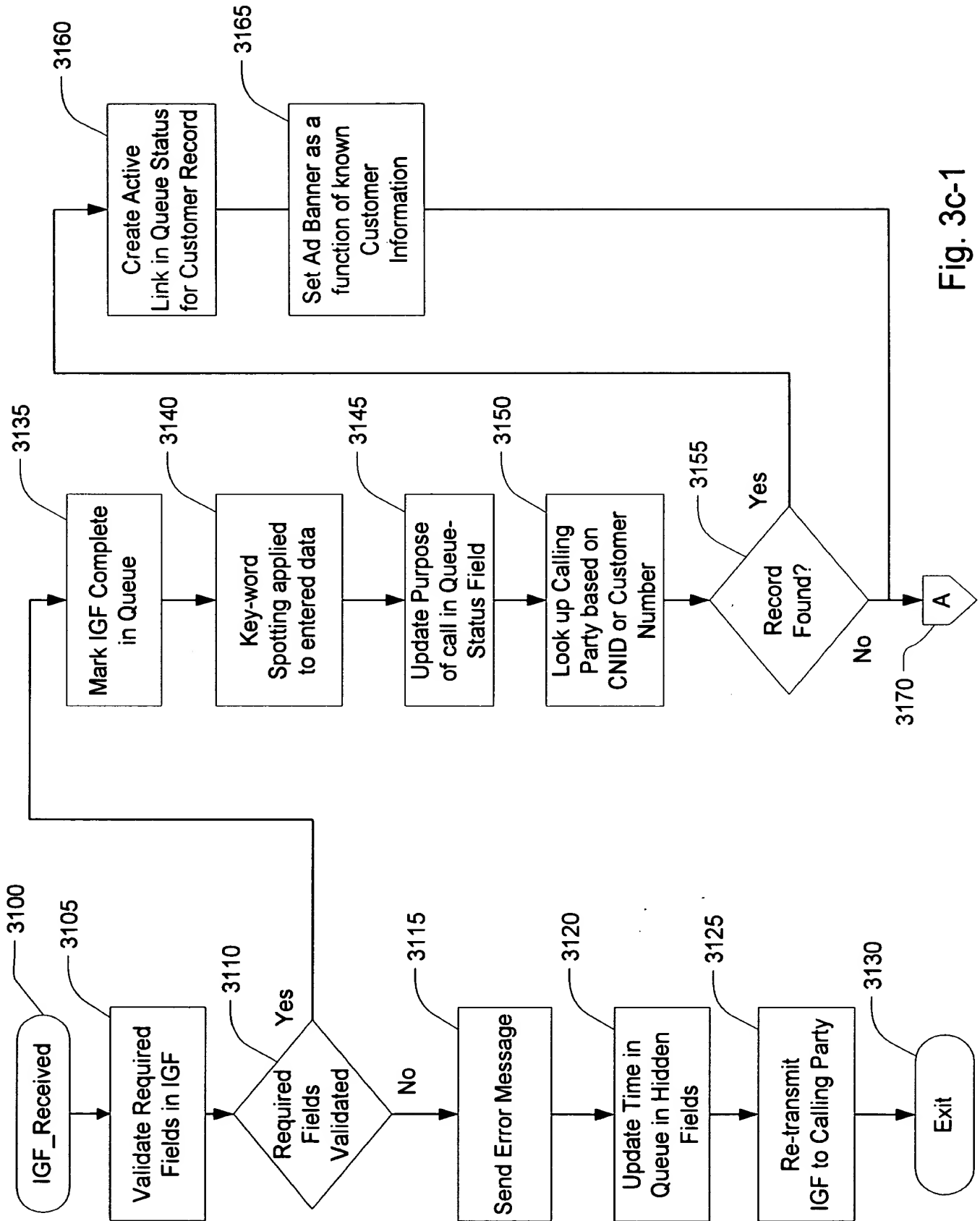


Fig. 3c-1

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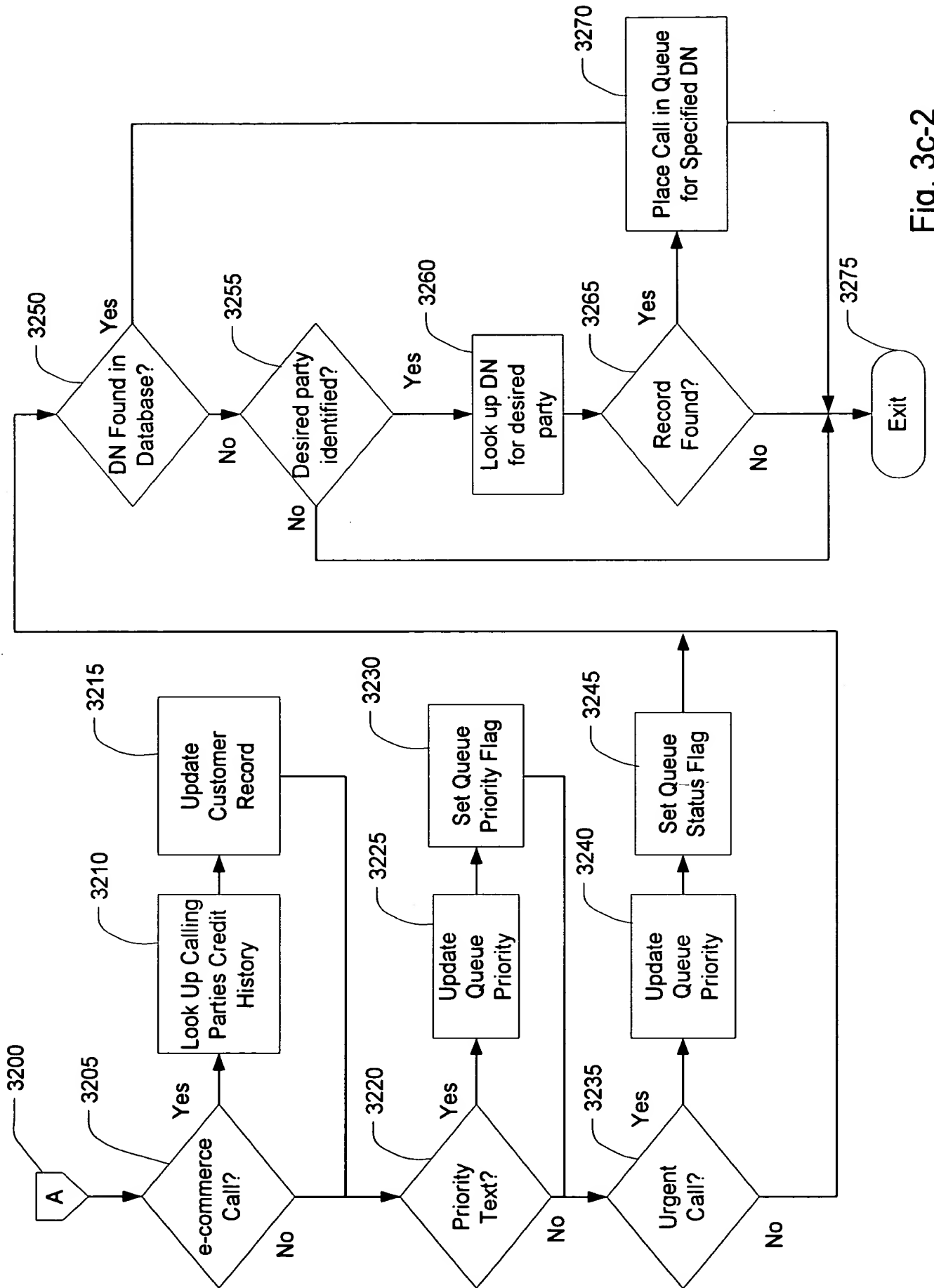


Fig. 3c-2

Time-Date of Call	Caller-ID Name-Number	Return Caller	Queue Position	IGF Status	Time in Queue	Called Party or DN	Purpose of Call	Urgent or Priority
13:05:06 12-25-99	Sidney 555-820-1994	Y	1	Complete	00:01:23	(Main Number)	Cust. Service	
13:08:02 12-25-99	Nataasha 555-234-7654	N	3	00:03:02	00:03:23	Buster	Unknown	
13:06:00 12-25-99	Fred 555-743-8254	N	2	Complete	00:01:03	Kyle	Order Entry	

Fig. 4a Call Queue Screen

- 4100 Queue Operations Menu
- 4110 Answer Call
- 4120 Terminate Call
- 4130 Transfer Call to DN
- 4140 Transfer Call to Voice Mail
- 4220 Transmit IGF To Calling Party
- 4190 Retrieve Open IGF From Calling Party
- 4230 View Submitted IGF From Calling Party
- 4200 Delete IGF
- 4210 Store IGF to Database
- 4180 Retrieve Database on Calling Party
- 4240 Reposition Caller in Queue
- 4170 Freeze Caller Position in Queue
- Open Multimedia Chat with Caller

Fig. 4b

4300 Queue Position Control

4310 Calling Party: Howard

4320 Customer ID: 12345678

4375 Override Frozen Limit

4360 Current Queue Position: 15

4370 Adjusted Queue Position: 02

4355 Frozen Limit:

4340 Increase Position

4350

4380 OK

4390 Cancel

Fig. 4c

5010

Called Subscriber Requests More Information

X

5020

Enter Name:
Enter Phone Number:
(or drop vCard here)

5030

Purpose of call?
(Type text or graphic,
drop text_graphic file,
or voice message
here)

5040

Submit

Cancel

5050

Work Offline

5060

Call Me Back

5070

Fig. 5a

Figure 1 is a screenshot of a mobile device screen displaying a form titled "Called Subscriber Requests More Information". The form is divided into several sections. At the top, there is a header bar with the title. Below the header, there is a section labeled "Multimedia_Banner_Object" which contains a placeholder for a banner image. The main form area contains three input fields: "Enter Name: \$Name", "Enter Phone Number: \$Phone_Number (or drop vCard here) \$vCard_Structure", and "Purpose of call? (Type text or graphic, drop text_graphic file, voice message or other multimedia input here) \$Input_multimedia_object". Below these fields, there is a checkbox labeled "Check here for urgent call \$Urgent_flag". At the bottom of the form, there are four buttons: "Submit", "Cancel", "Work Offline", and "Call Me Back". The screen also shows a status bar at the top with a signal strength indicator and a battery level indicator. The entire screen is labeled with the reference numeral 5010.

5010

Called Subscriber Requests More Information

5020

Enter Name:
Enter Phone Number:
(or drop vCard here)

5030

Purpose of call? (Type text or graphic,
drop text_graphic file, voice message
or other multimedia input here)

5080

☐ Check here for urgent call

5100

Call me Back

e-mail
Submit

Reconnect

Cancel

5110

5120

5130

5090

Hidden
Time in
Queue
Data

Fig. 5c

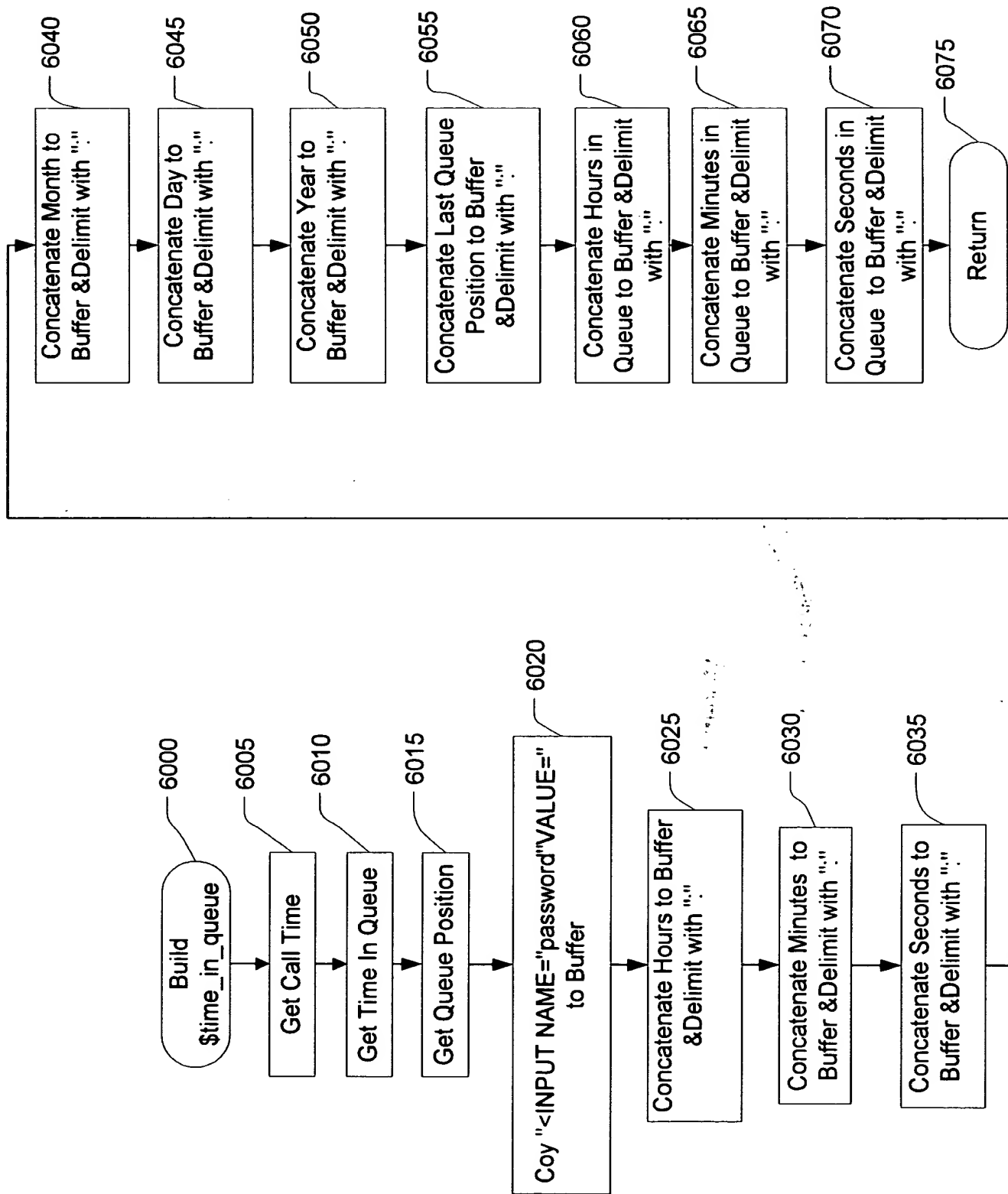


Fig. 6

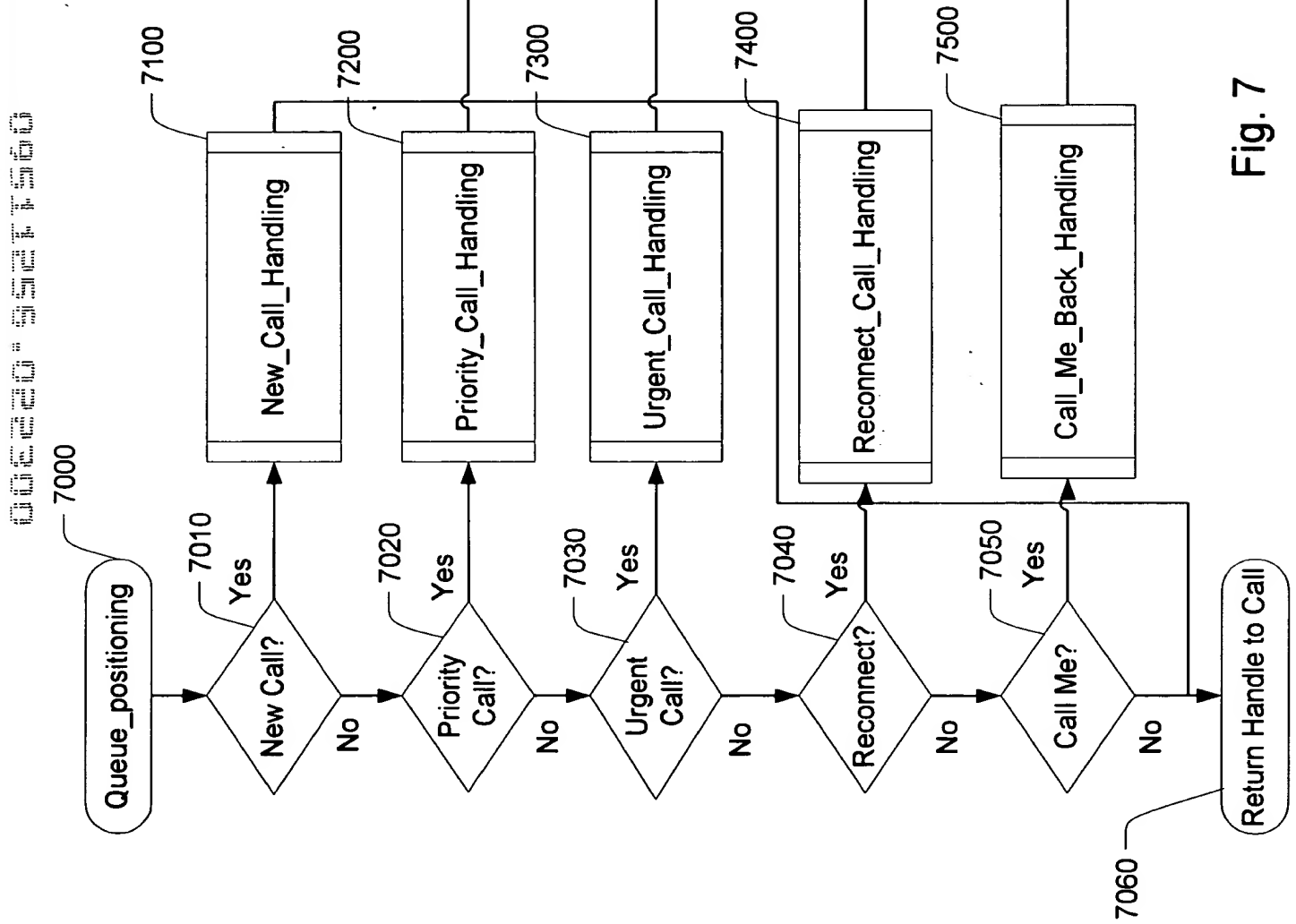
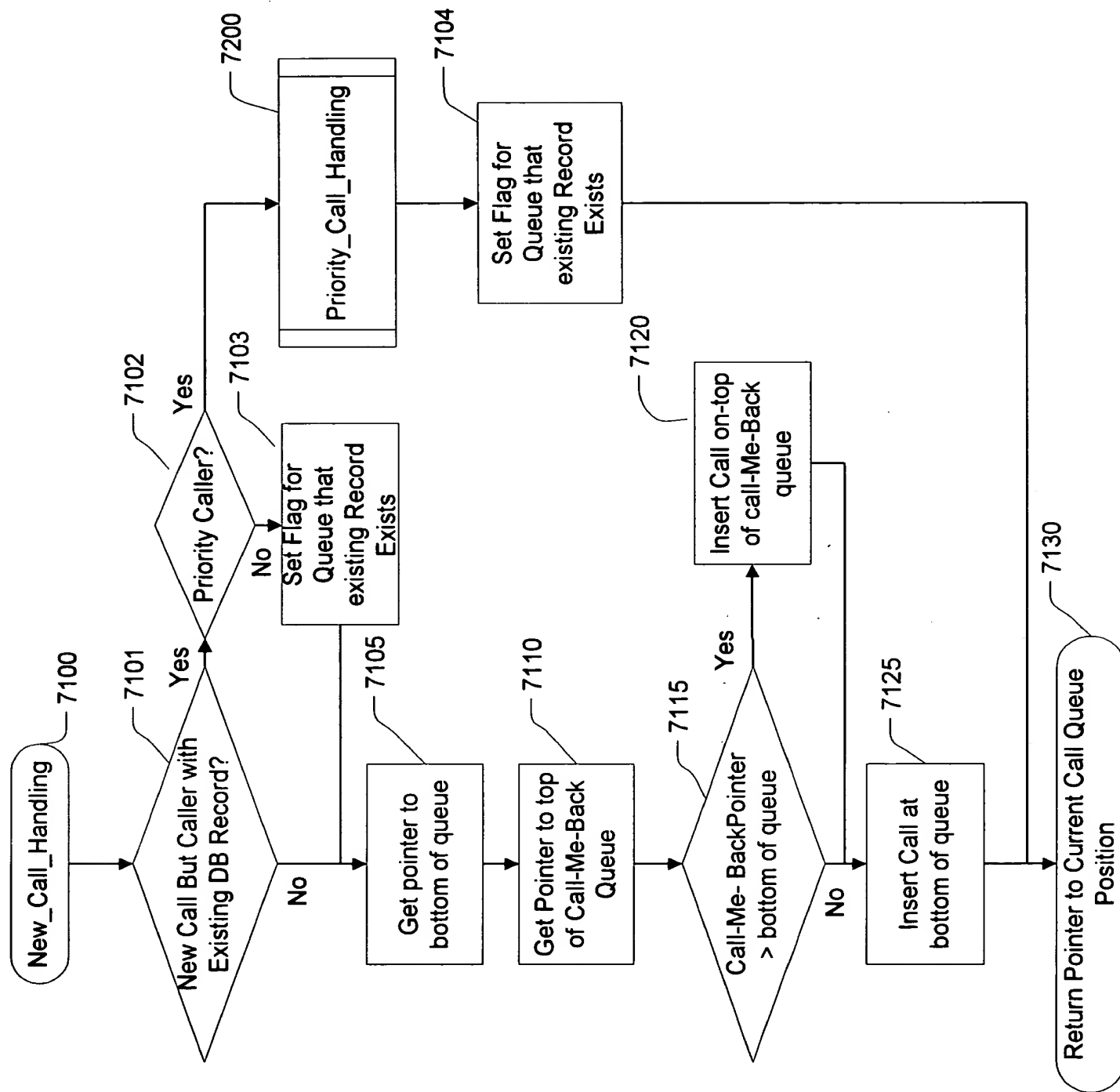


Fig. 7



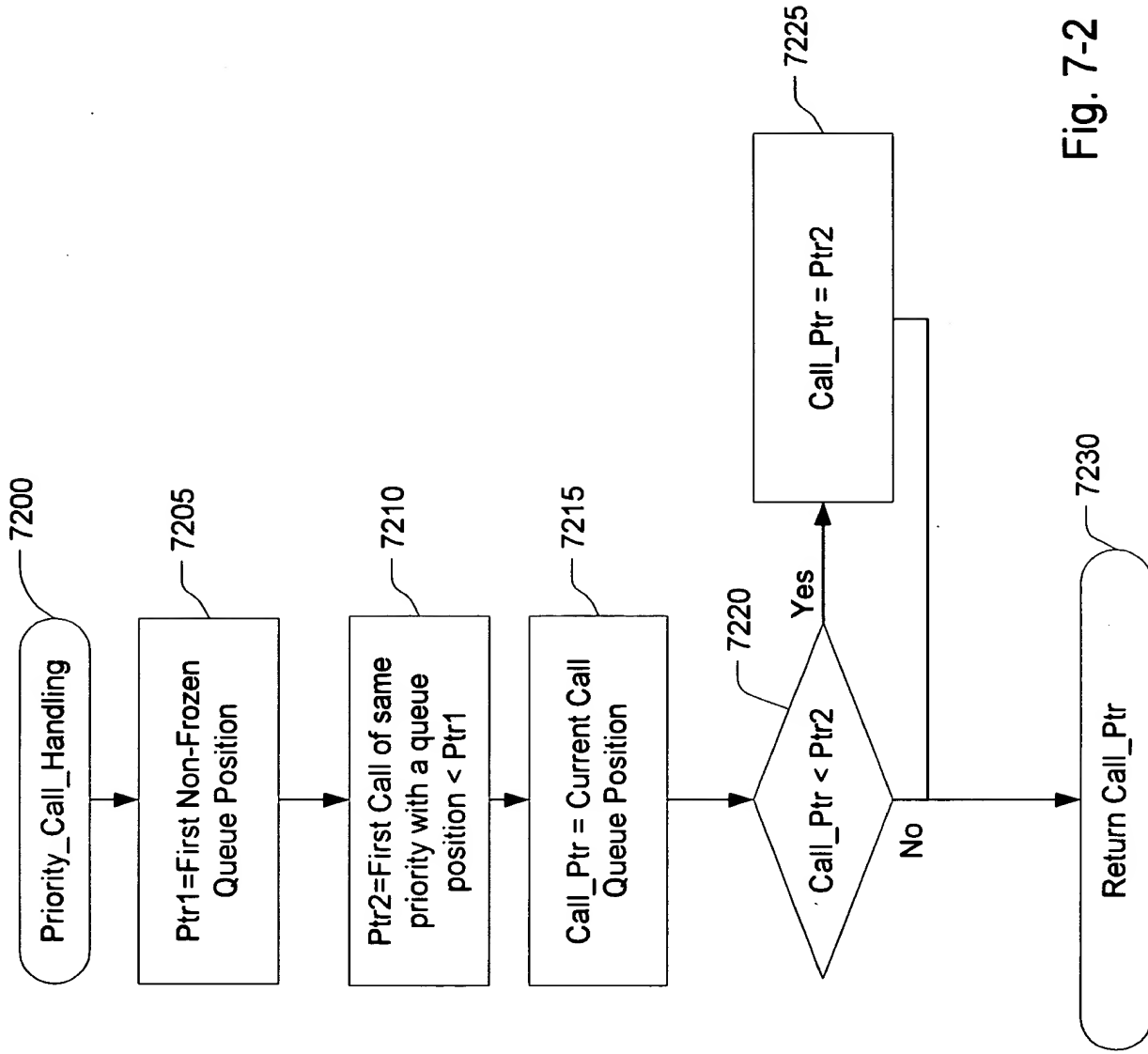


Fig. 7-2



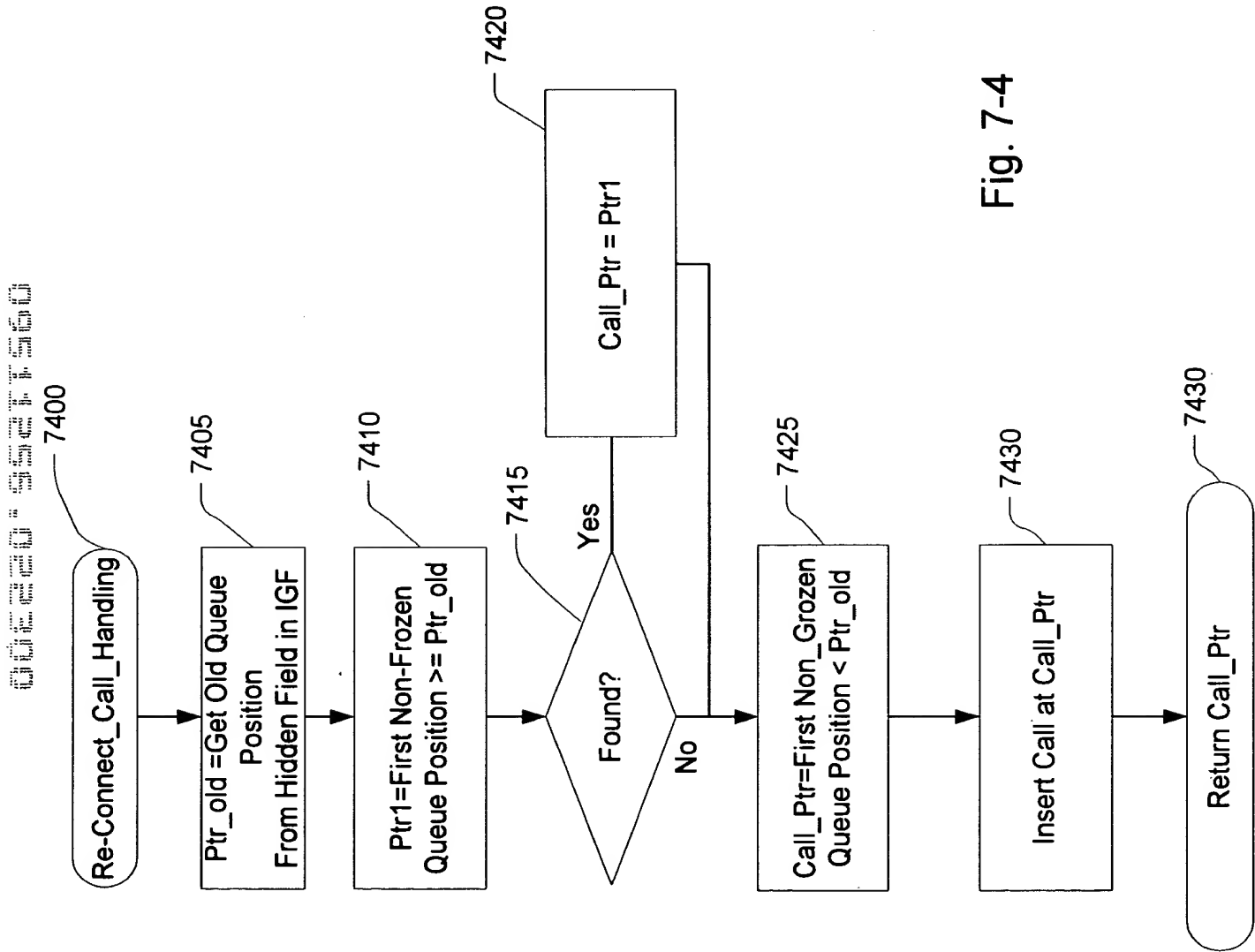


Fig. 7-4



Fig. 7-5

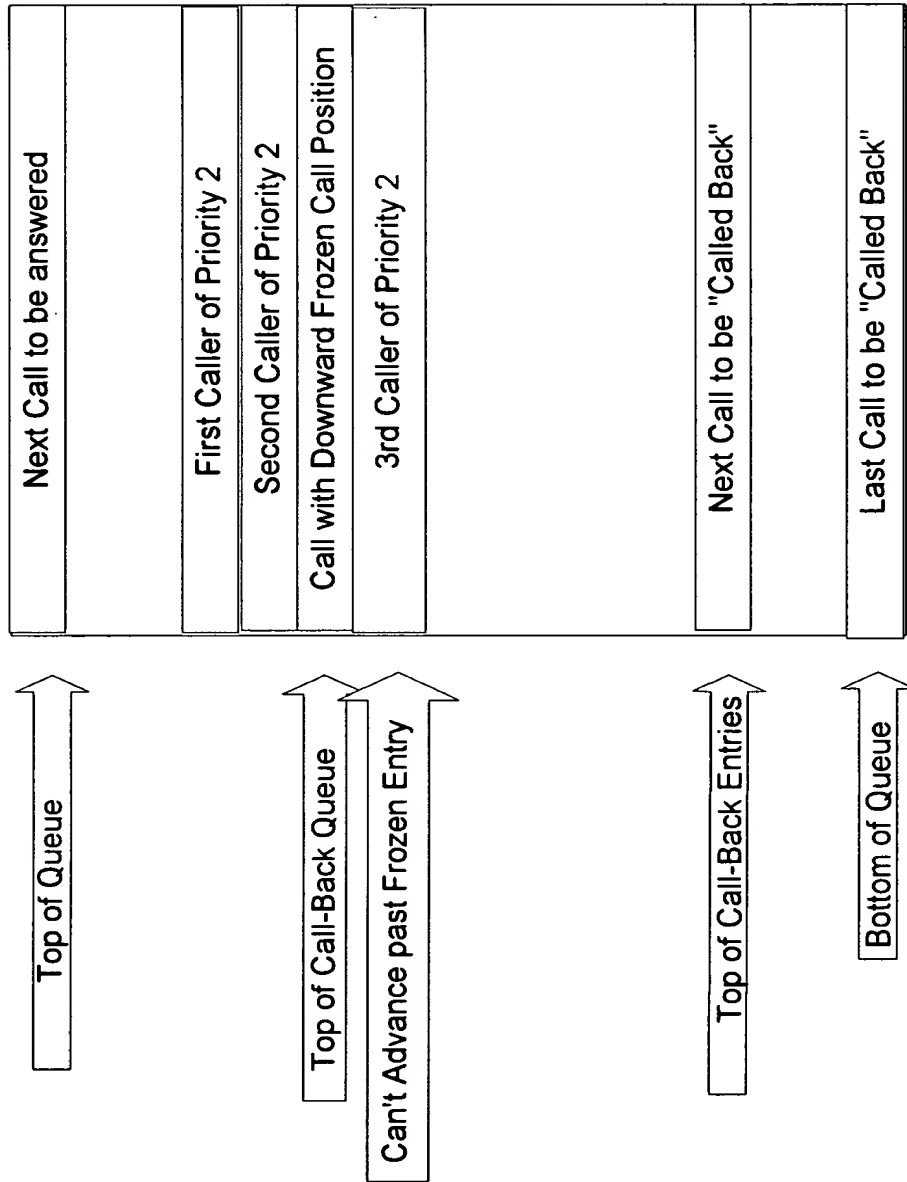


Fig. 7-6